

FIG. 1a

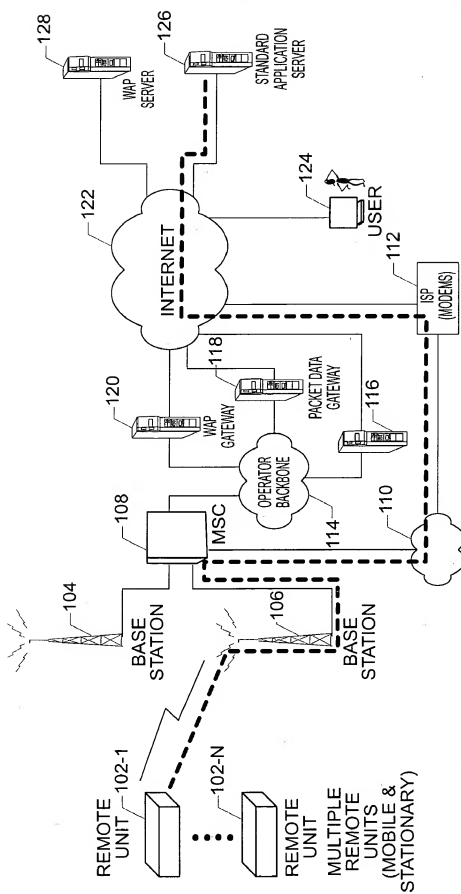


FIG. 1b

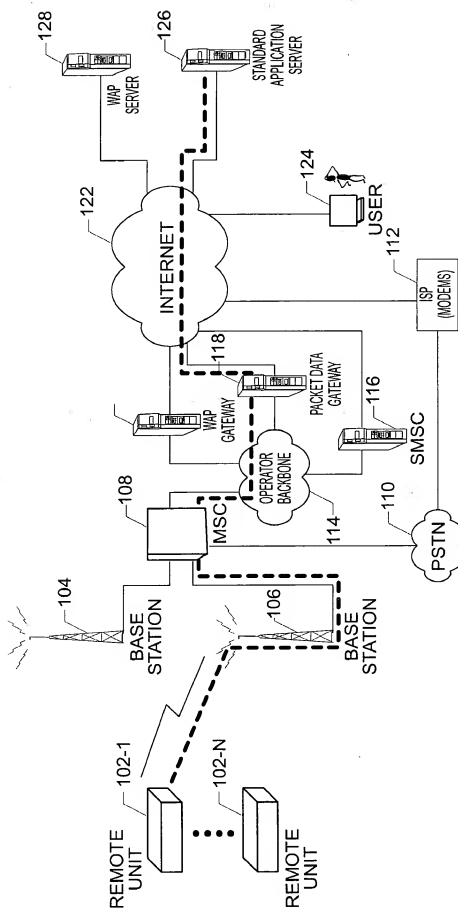


FIG. 1c

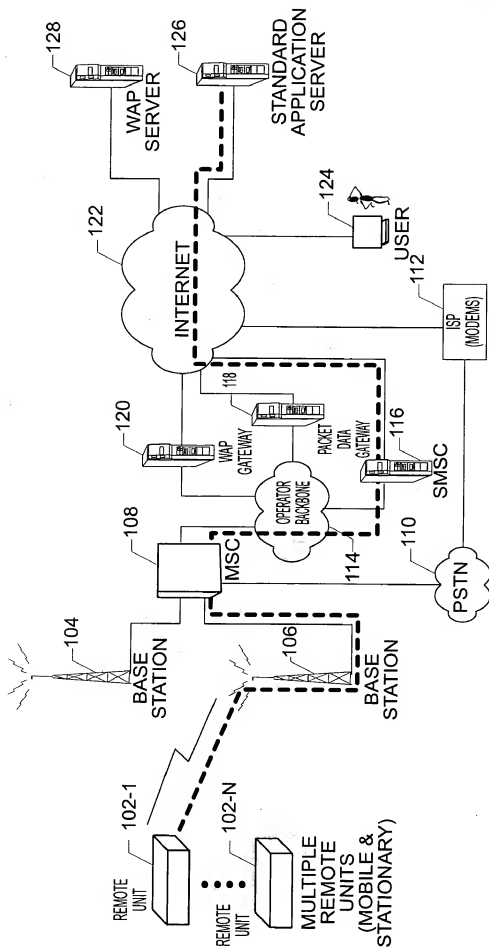


FIG. 1d

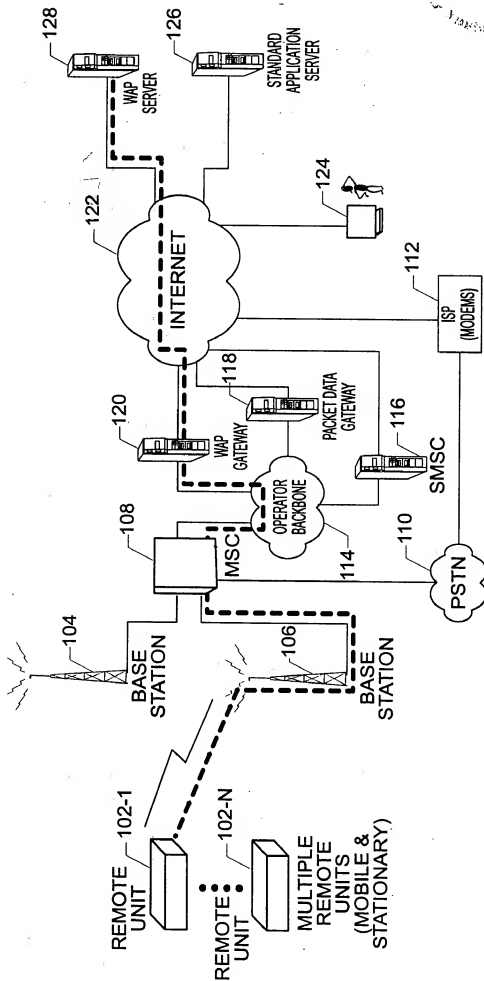


FIG. 1e

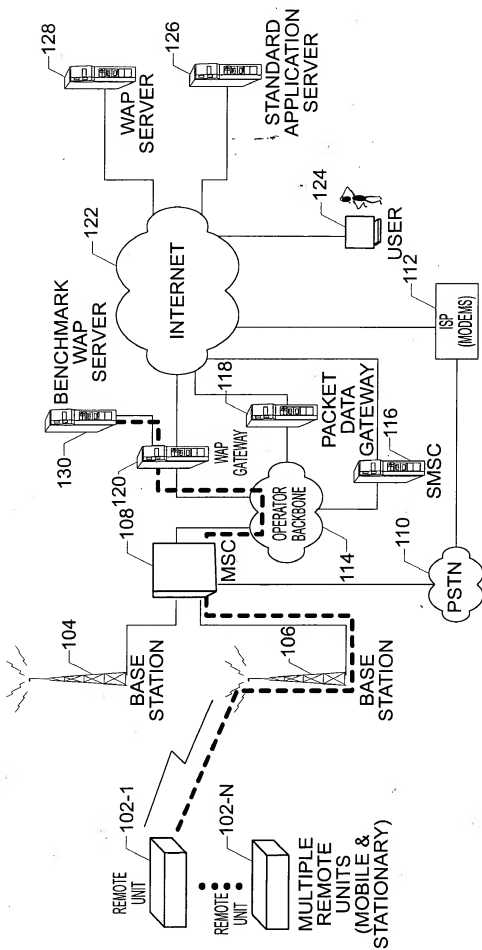


FIG. 1f

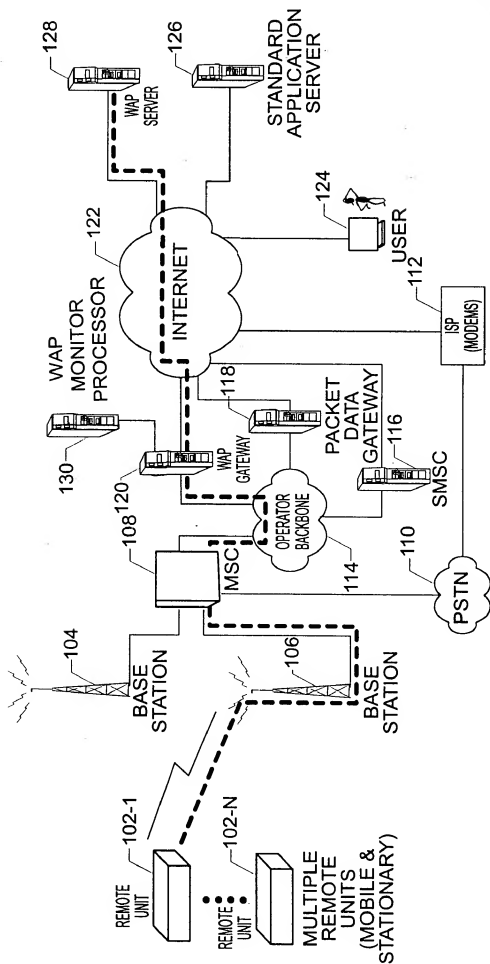


FIG. 1g

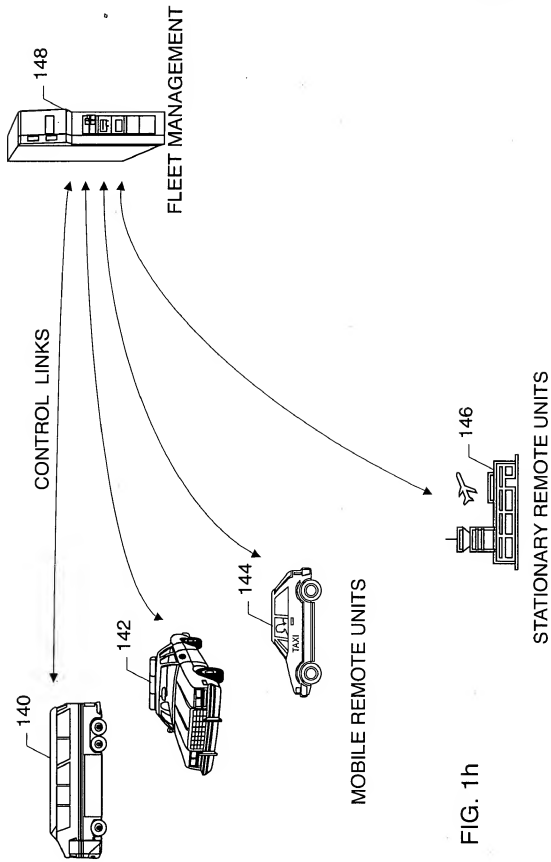


FIG. 1h

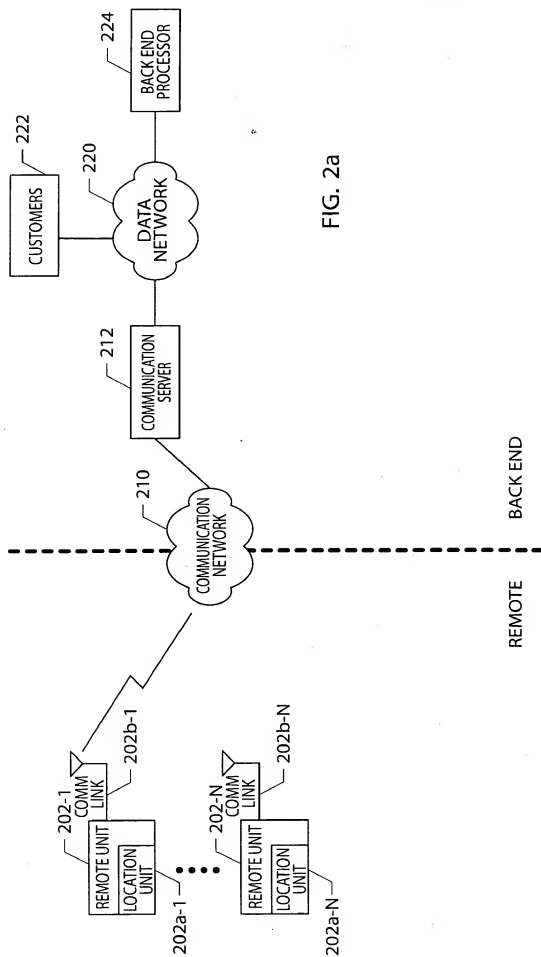
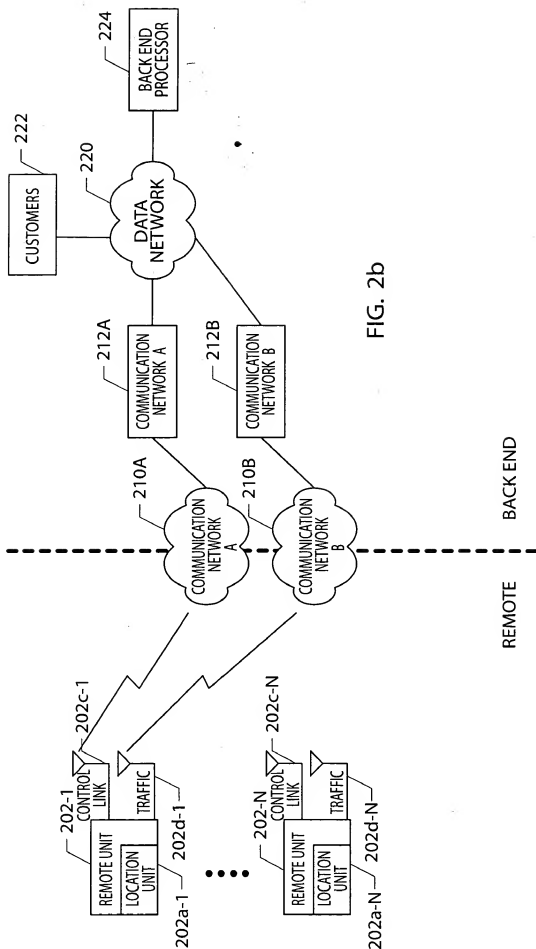
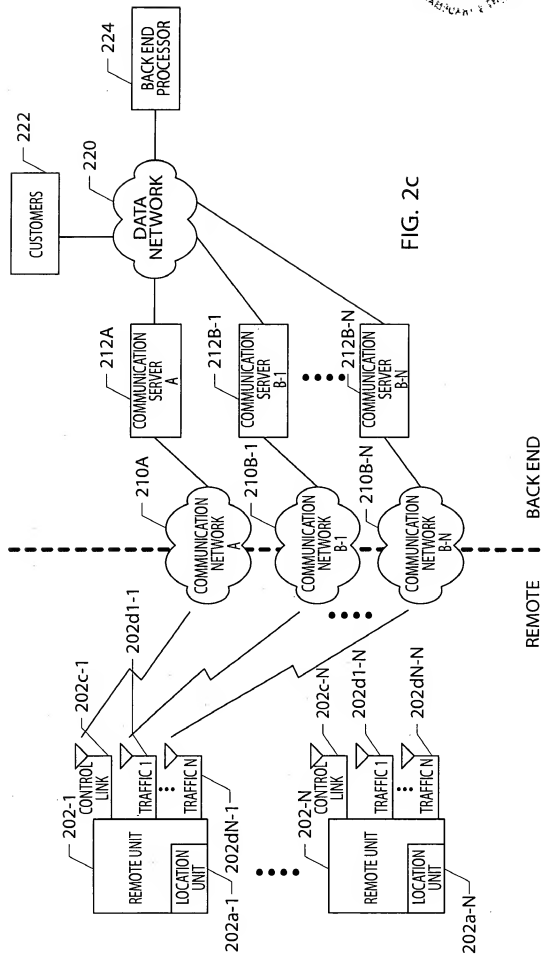
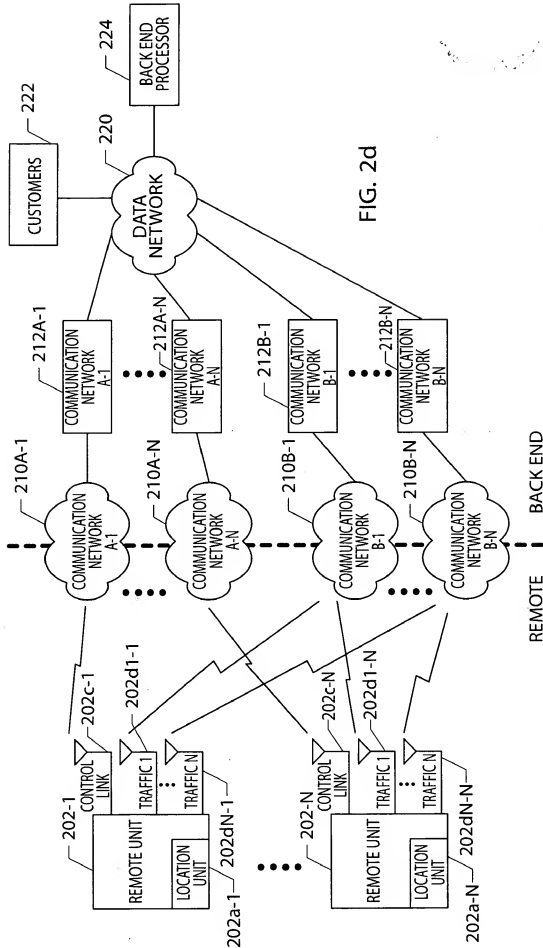


FIG. 2a







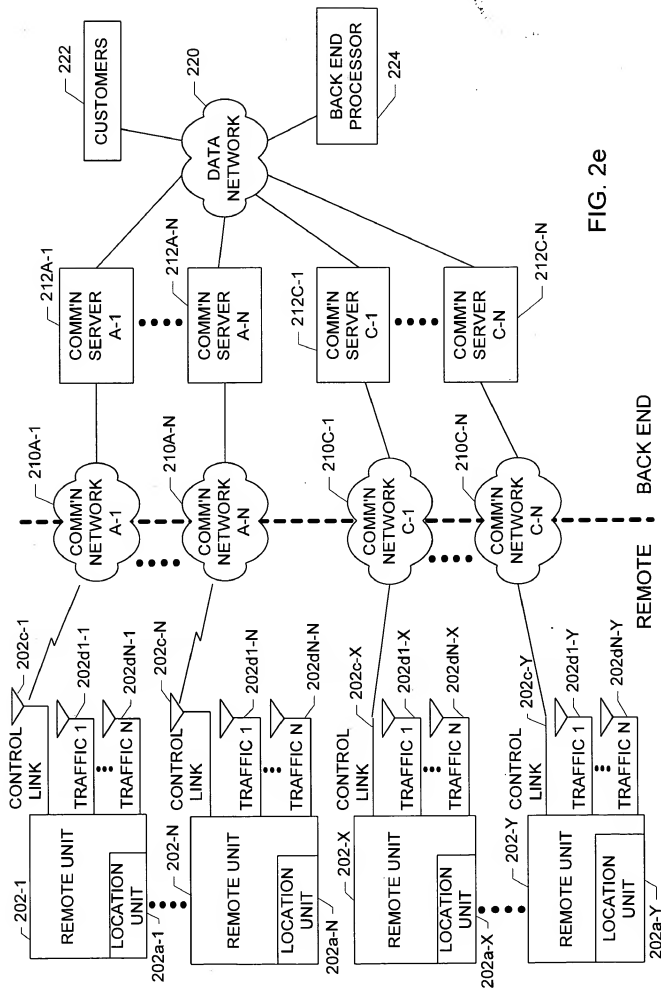


FIG. 2e

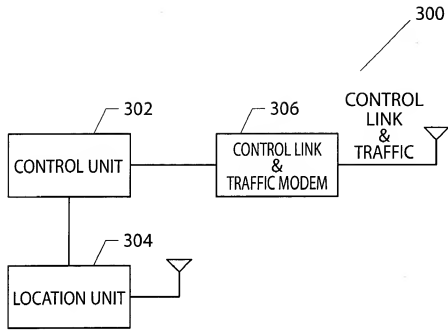


FIG. 3a

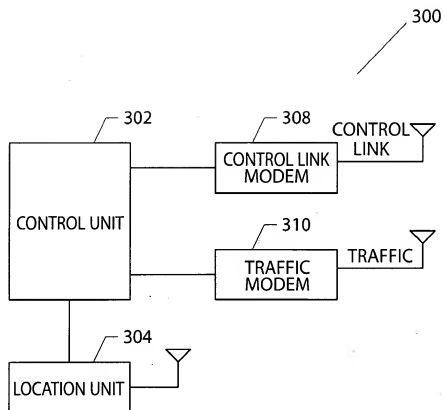


FIG. 3b

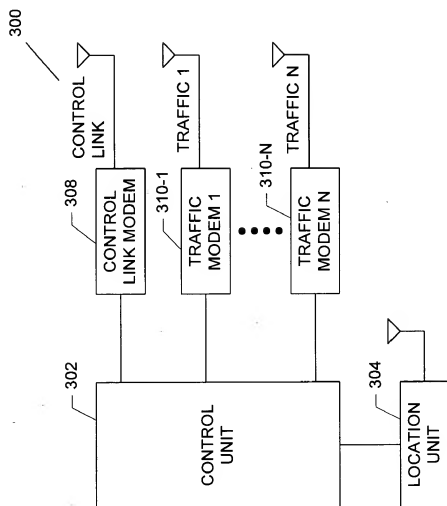


FIG. 3c

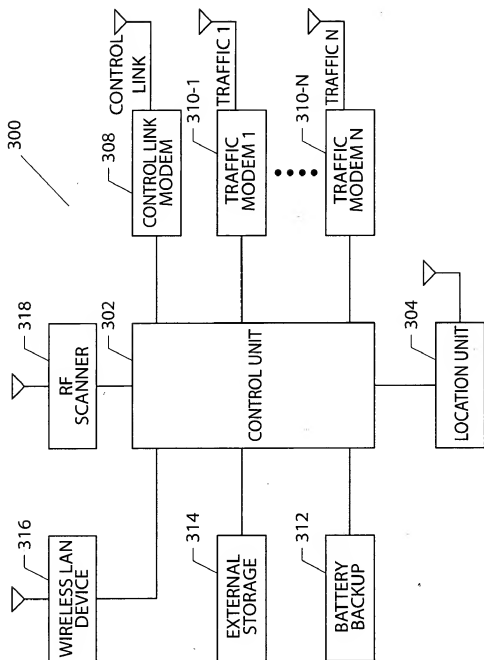


FIG. 3d

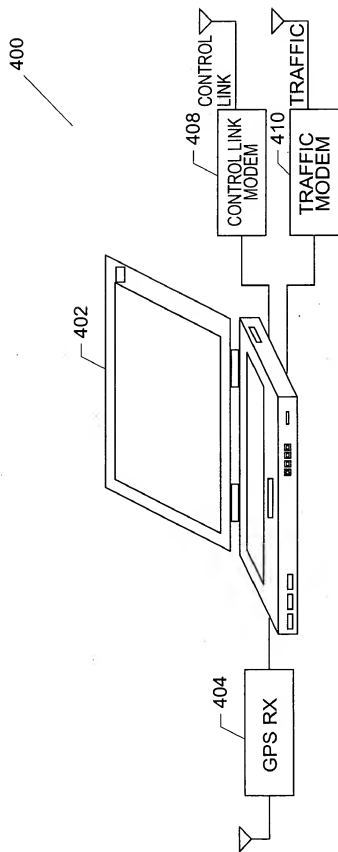


FIG. 4a

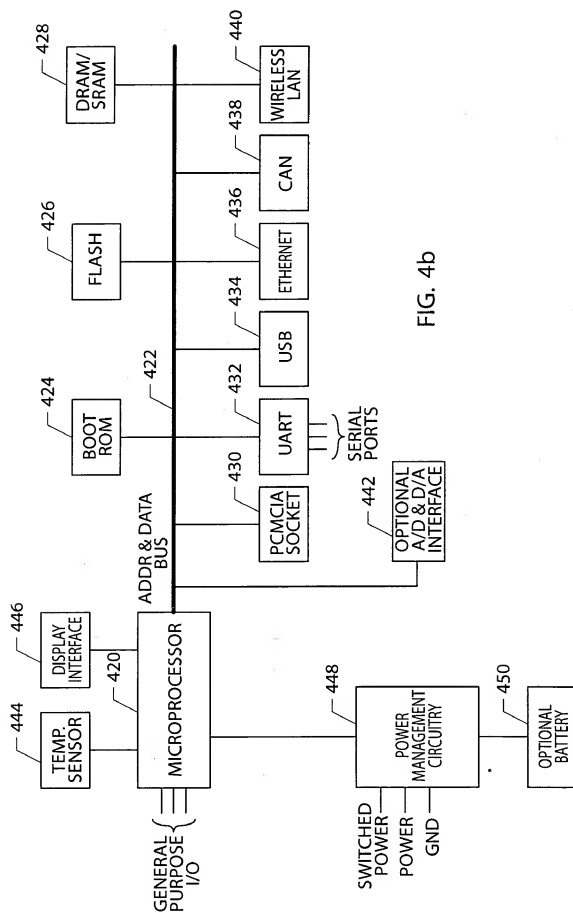


FIG. 4b

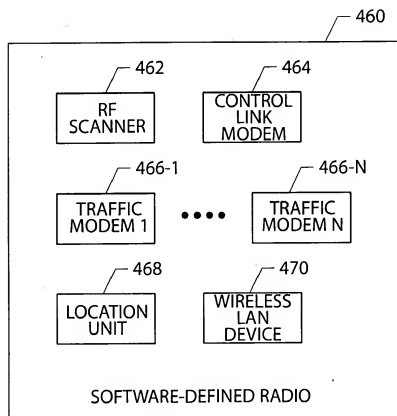
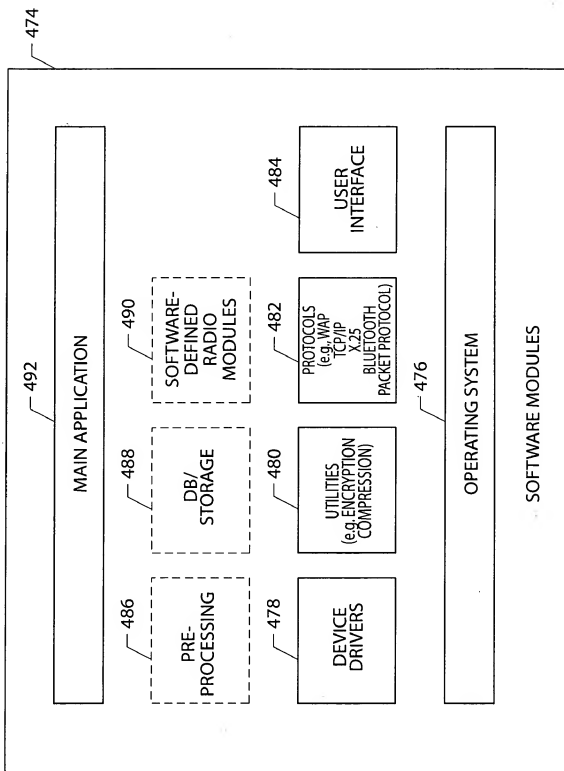


FIG. 4c



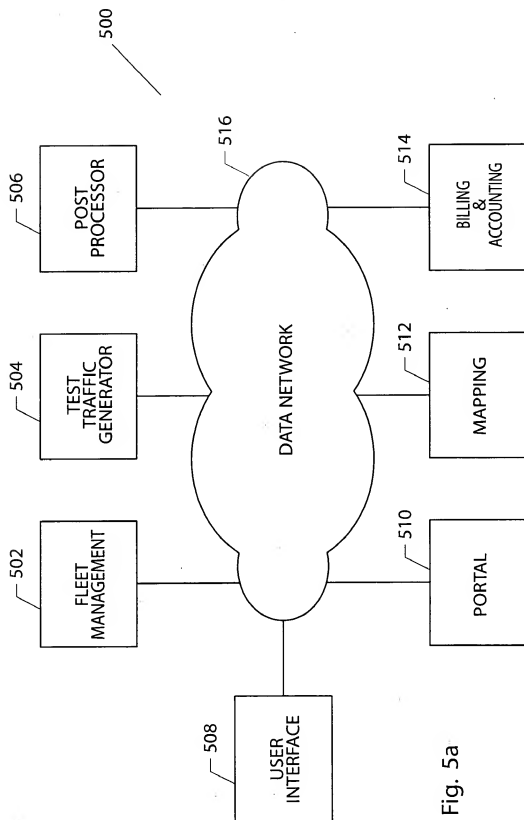


Fig. 5a

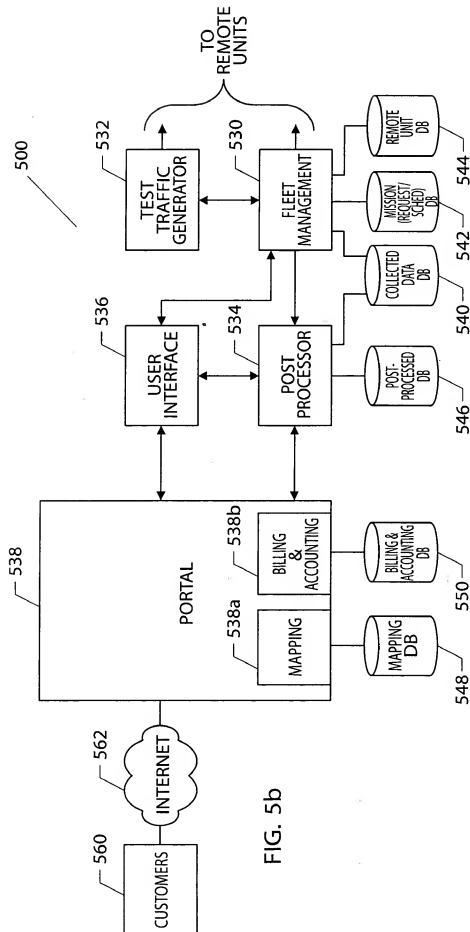


FIG. 5b

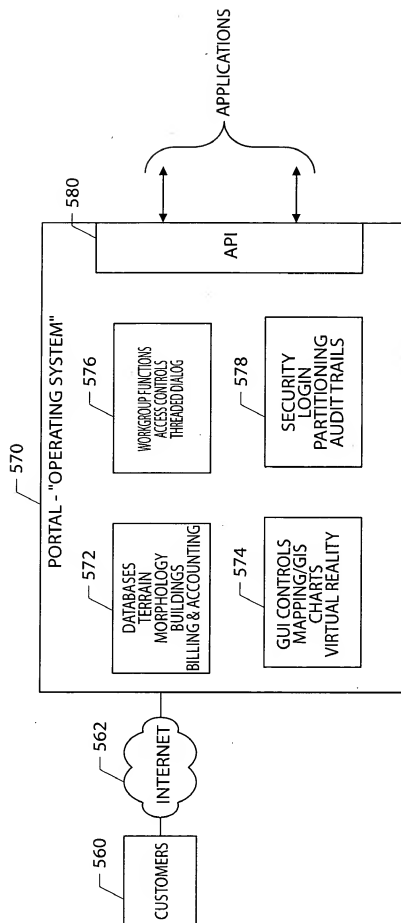


FIG. 5c

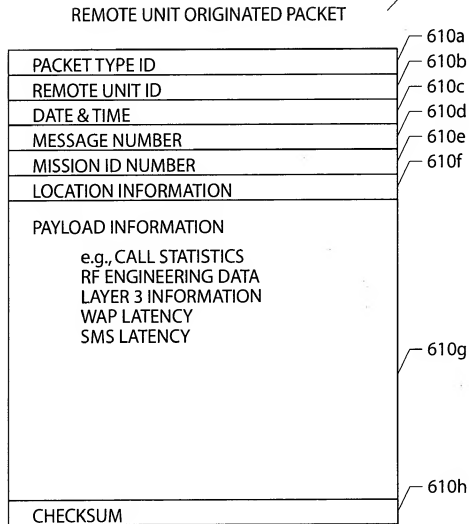


FIG. 6a

620

BACK END PROCESSOR ORIGINATED PACKET

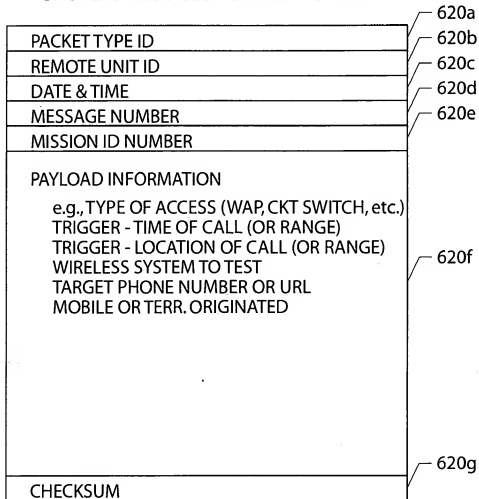


FIG. 6b

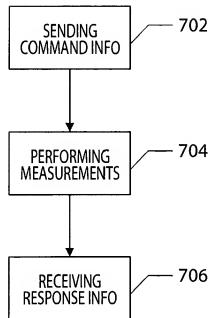


FIG. 7a

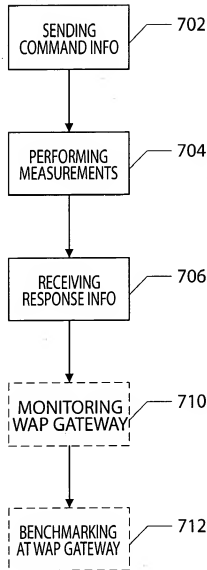


FIG. 7b

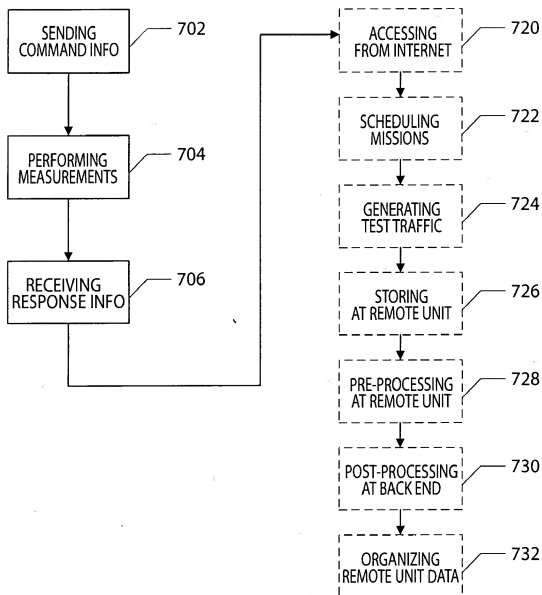


FIG. 7c



810

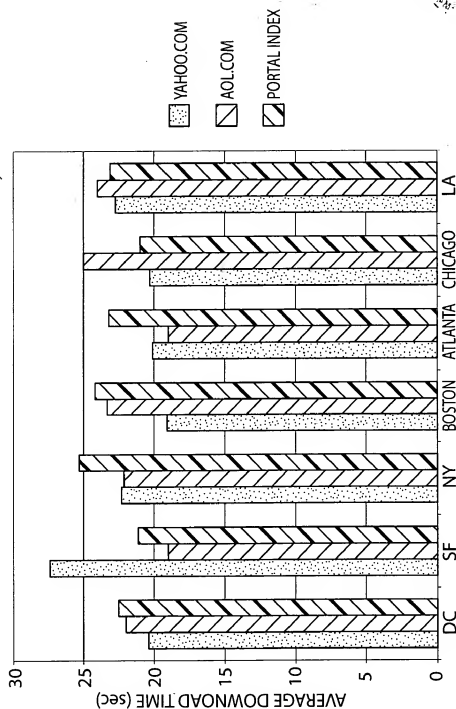


FIG. 8a

SERVICE: COMPARE PORTALS
 REPORT: DOWNLOAD TIME
 BY: CITY
 BY: ALL CARRIERS
 FREQUENCY: 15 MINUTES
 TIME: 6 AM - 12 PM
 PERIOD: 03/01/00 - 03/07/00
 BENCHMARK: PORTAL INDEX
 AOL.COM

820

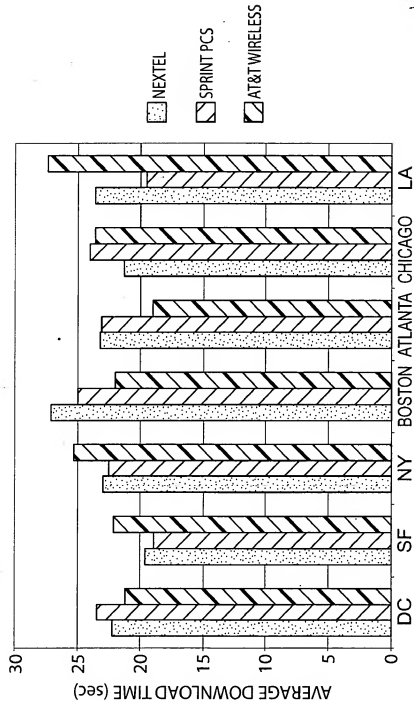


FIG. 8b

URL: YAHOO.COM
 SERVICE: COMPARE WIRELESS OPERATORS
 REPORT: DOWNLOAD TIME
 BY: CITY
 BY: CARRIER
 FREQUENCY: 30 MINUTES
 TIME: 6 AM - 9 PM
 PERIOD: 03/01/00 - 03/07/00

830

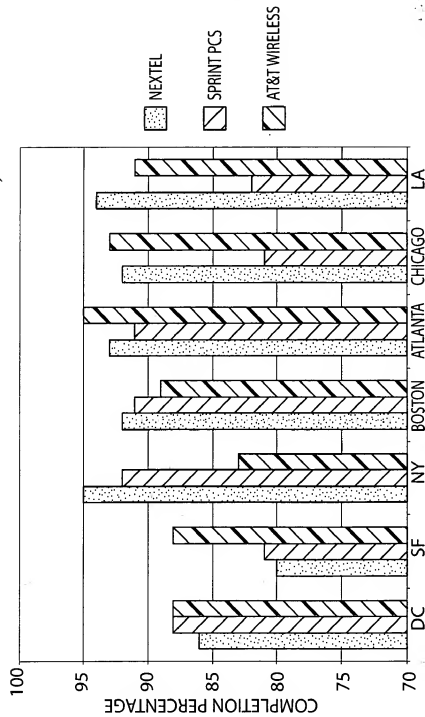


FIG. 8c

URL: YAHOO.COM
 SERVICE: COMPARE WIRELESS
 OPERATORS
 REPORT: COMPLETION PERCENT
 BY: CITY
 BY: CARRIER
 FREQUENCY: 30 MINUTES
 TIME: 6 AM - 9 PM
 PERIOD: 03/01/00 - 03/07/00

URL: YAHOO.COM
 SERVICE: TREND WIRELESS
 OPERATORS
 REPORT: COMPLETION PERCENT
 BY: CITY
 BY: CARRIER
 FREQUENCY: 15 MINUTES
 TIME: 6AM - 9PM
 PERIOD: 03/01/00 - 03/07/00

840

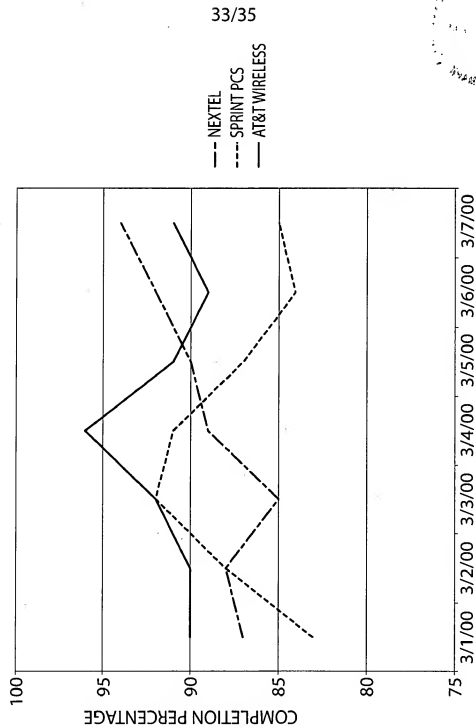


FIG. 8d

850

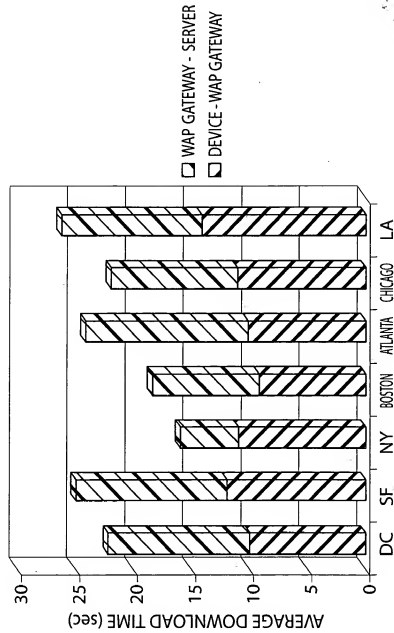
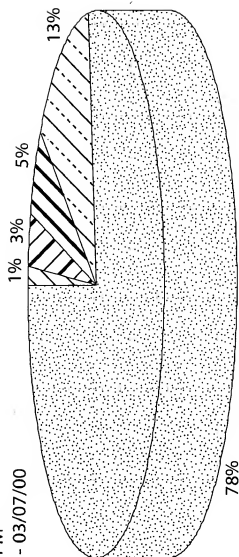


FIG. 8e

URL: YAHOO.COM
SERVICE: GATEWAY BREAKDOWN
REPORT: DOWNLOAD TIME
COMPONENTS 1
BY: CITY
CARRIER:NEXTEL
FREQUENCY: 60 MINUTES
TIME: 12 PM - 12 PM
PERIOD: 03/01/00 - 03/07/00

URL: YAHOO.COM
SERVICE: ERROR STATS
REPORT: ERROR REPORT
BY: ALL CITIES
CARRIER: ALL CARRIERS
FREQUENCY: 60 MINUTES
TIME: 12 PM - 12 PM
PERIOD: 03/01/00 - 03/07/00

860



DNS LOOKUP FAILURE
CONNECTION TIMEOUT
PAGE TIMEOUT
CONTENT ERRORS
SUCCESSSES

FIG. 8f